

## CDPVTC Performance Outcomes Report: Fiscal Year 11-12

The Center Leadership Team reviewed/adopted facility performance indicators for FY 11-12 during its monthly meeting conducted January 3, 2012. These indicators help determine how well the facility is meeting the service needs of its consumers. The performance indicators are included as part of the annual performance plans of all staff members who receive a performance evaluation for calendar year 2012. A total of 15 points on each employee's performance evaluation is distributed among the various indicators as the supervisor deems appropriate. The performance indicators are:

- Customer (Student) Satisfaction with Perkins Center Services
- Program Completion Rate
- Sponsor (OVR Counselor) Satisfaction with Perkins Center Services
- Positive Employment Outcomes
- Employee Compliance with the Vocational Behavioral Enhancement program

The performance indicators, expectancy levels, and outcomes achieved for FY 2011-12 are reported below for each area.

<b><u>Customer (Student) Satisfaction</u></b>	Fails to Meet Expectations:	<80 %
	Barely Meets Expectations:	80-84 %
	Adequately Meets Expectations:	85-89 %
	Exceeds Expectations:	90-95 %
	Greatly Exceeds Expectations:	96 % or >

*Background & Outcome: The Customer Satisfaction Survey is administered to individuals actively enrolled at the Perkins Center twice each year with the exception of consumers enrolled in the Vocational Evaluation and Outpatient Medical Rehabilitation programs. The FY 11-12 surveys were completed in March and September of 2012. There were 177 surveys completed and returned by consumers from an estimated 205 surveys distributed for a response rate of approximately 86%. The cumulative survey results determined that 93% of consumers completing the survey indicated that, overall, they were satisfied with the services they were receiving at the Perkins Center. This places the outcome in the "Exceeds Expectations" range.*

<b><u>Program Completion</u></b>	Fails to Meet Expectations:	<61%
	Barely Meets Expectations:	61-69 %
	Adequately Meets Expectations:	70-79 %
	Exceeds Expectations:	80-89 %
	Greatly Exceeds Expectations:	90 % or >

*Outcome: The program completion rate for the fiscal year was recorded at 90%. This total includes data for all programs of operation. This places the outcome in the "Greatly Exceeds Expectations" range.*

<b><u>Sponsor (Counselor) Satisfaction</u></b>	Fails to Meet Expectations:	<2.91 on 4.0 scale
	Barely Meets Expectations:	2.91 – 3.10 on 4.0 scale
	Adequately Meets Expectations:	3.11 – 3.5 on 4.0 scale
	Exceeds Expectations:	3.51 – 3.7 on 4.0 scale
	Greatly Exceeds Expectations:	3.71 – 4.0 on 4.0 scale

**Background & Outcome:** An email notification is sent to referring OVR counselors for consumers discharged from the Perkins Center from all programs except for the Vocational Evaluation and Outpatient Medical Rehabilitation programs. The notice, sent within a few days of the consumer's discharge, requests the counselor complete a brief on-line survey to rate the quality of certain aspects of services provided by the Perkins Center staff. The survey is sent regardless of whether the consumer completes or does not complete the program in which he/she was enrolled at the time of their discharge from the facility. There were 114 on-line surveys completed by OVR counselors during the fiscal year. The satisfaction rating given by the counselors with the services provided by the Perkins Center staff was recorded at 3.54 on a 4.0 scale. This places the outcome in the "Exceeds Expectations" range.

<b><u>Positive Employment Outcomes</u></b>	Fails to Meet Expectations:	< 35 % of Closed Cases
	Barely Meets Expectations:	35%-39% Closed Cases
	Adequately Meets Expectations:	40%-44% Closed Cases
	Exceeds Expectations:	45%-49% Closed Cases
	Greatly Exceeds Expectations:	50% or > of Closed Cases

**Background & Outcome:** Based on data obtained from Crystal Reports on September 28, 2012, there were 109 OVR consumers recorded as having achieved a Positive Employment Outcome (PEO) during the fiscal year. All of these consumers had their OVR case transferred to the Perkins Center at some point in their rehabilitation program. There were equally 109 OVR consumers recorded as of September 28, 2012 whose case was recorded as an unsuccessful rehabilitation during the fiscal year. These consumers also had their case transferred to the Perkins Center at some point in their rehabilitation. The positive employment outcome rate is recorded at 50% (109 successful case closures of 218 total cases closed). This places the outcome in the "Greatly Exceeds Expectations" range.

<b><u>Behavior Management</u></b>	Fails to Meet Expectations:	4 or >Performance Issues
	Barely Meets Expectations:	3 Performance Issues
	Adequately Meets Expectations:	2 Performance Issues
	Exceeds Expectations:	1 Performance Issue
	Greatly Exceeds Expectations:	No Performance Issues

**Outcome:** The outcome for this indicator will be determined for each staff member of the Perkins Center through the observation of the immediate supervisor.